

## ABSTRACT

2       A communications tool that combines a software  
application and various communication systems that parallel  
4 natural styles of knowledge sharing and problem solving. It  
merges with normal patterns of relationship to create a  
6 seamless and transparent extension of community. By using  
computer, Internet, telephone, e-mail, and other  
8 communications technologies, the present invention brings  
these communities of practice to a new level of immediacy and  
10 relevance—one not encumbered by time or place. The invention  
is issue-centered versus document-centered, incorporates a  
12 leader-controlled structure, which is distributive and  
transparent, and enables stratification of items to allow  
14 multiple and simultaneous uses of the invention (e.g. dynamic  
FAQ, electronic whiteboard, expert center, committee review  
16 tool, etc.). Leaders control through inherited parameters.  
The present invention more effectively captures and leverages  
18 "tacit" knowledge (that which exists in the minds of  
participants and has not been written down), by connecting  
20 communities and adapting to their forms of interrelationships.